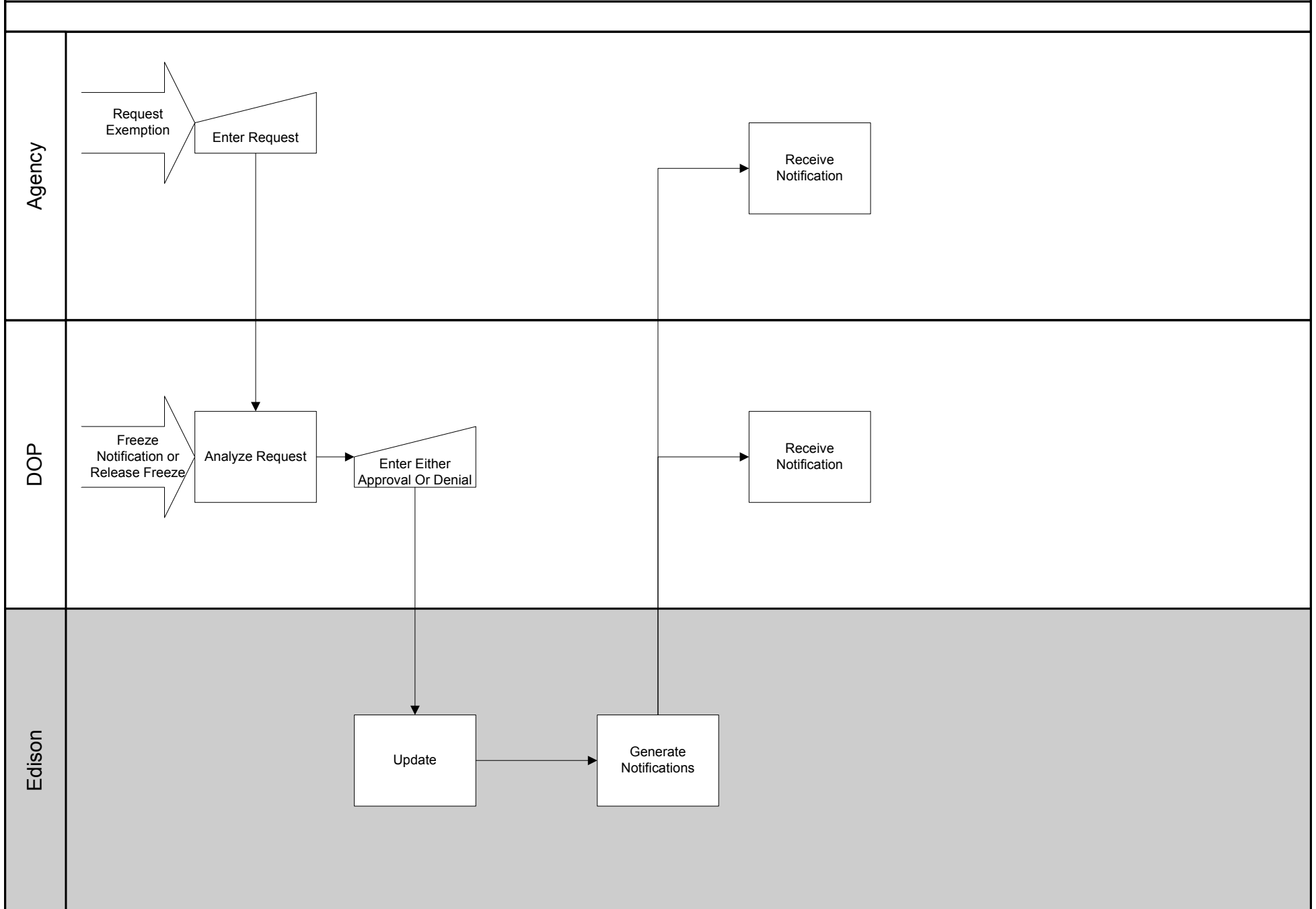


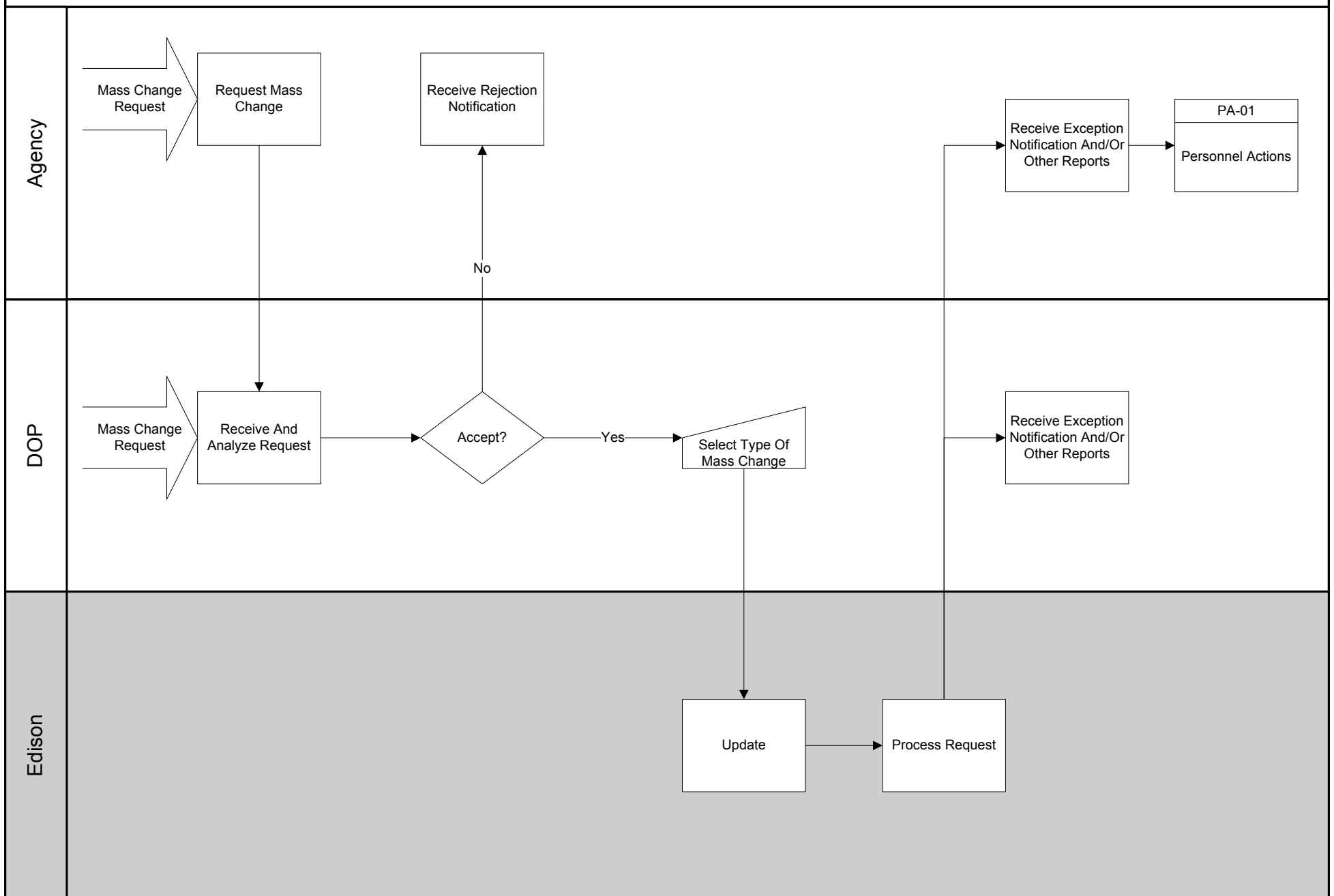
Process Name: Personnel Administration	Process Identifier: PA		
Sub-Process Name: Personnel Actions	Sub-Process Identifier: PA-01		
Sub-Process Purpose and Objectives: To create, update or separate employee records through the use of an ERP Personnel Administration module.			
Sub-Process Description: The agency identifies the need for a personnel action. The agency enters the action into Edison. Edison edits the personnel action against defined rules based on each type of personnel transaction. The agency is notified immediately if errors occur and must correct the errors as appropriate. Transactions that pass all edits, with no exceptions, will be approved without further review from the Department of Personnel (DOP), and the agency is notified. Transactions that have exceptions will be placed in a pending file in Edison for DOP's review and be processed through workflow for approval. The agency will receive notifications as necessary via e-mail. If DOP approves the transaction, Edison will release the transaction from pending status and generate a notification to the agency via e-mail or reports. If DOP does not approve the transaction, Edison will delete the pending record and send notification to the agency.			
Sub-Process Trigger(s): <ul style="list-style-type: none"> Personnel Action Request New hire from the ERP Applicant Services module 		Key Sub-Process Participants: <ul style="list-style-type: none"> Agency Personnel 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Personnel Action	Online	Approximately 40,000 per year	Agency
Approve Personnel Action	Online	Approximately 40,000 per year	Agency, Personnel
Outputs:			
Output	Format	Volume/Time	Recipients
Status Reports	Report	Daily	Agency, Personnel
E-mail Notifications	Electronic		Agency
Performance Measures Tracked:			
Measure	Current Value	Target Value	
% of Transactions that process within three days per agency			
Number of transactions by transaction code per agency			

Process Name: Personnel Administration	Process Identifier: PA	
Sub-Process Name: Personnel Actions	Sub-Process Identifier: PA-01	
Law, Policy, or Statute Site That Govern Sub-Process:		
Law, Policy, or Statute		Change Required (Yes/No)?
TCA 8-30-101 – 8-30-333, 8-50-108		No
Key Assumptions: <ul style="list-style-type: none"> Edison can accommodate all necessary edits whether they are currently performed manually or by the existing legacy system. Edison will accommodate retroactive transactions and correct any subsequent transactions automatically. Edison will maintain a detailed history record for all employees. Edison will attach prior separated imaged employee files to current records when employees are rehired. Back-up documentation can be imaged and attached to certain transactions as necessary. Edison will be able to adjust employee records retroactively to satisfy Civil Service Commission rulings or court orders. 		
Improvements: <ul style="list-style-type: none"> All personnel transactions will be entered online, utilizing a completely paperless process. Agencies will receive immediate notification of approvals. Agencies will be updated of the status of transactions through workflow. Ability to easily correct information that was entered incorrectly. New hires will immediately receive credit for prior service. 		
Change Management Concerns: <ul style="list-style-type: none"> 	Communication Actions: <ul style="list-style-type: none"> 	
Eliminated Non-Core Systems:		



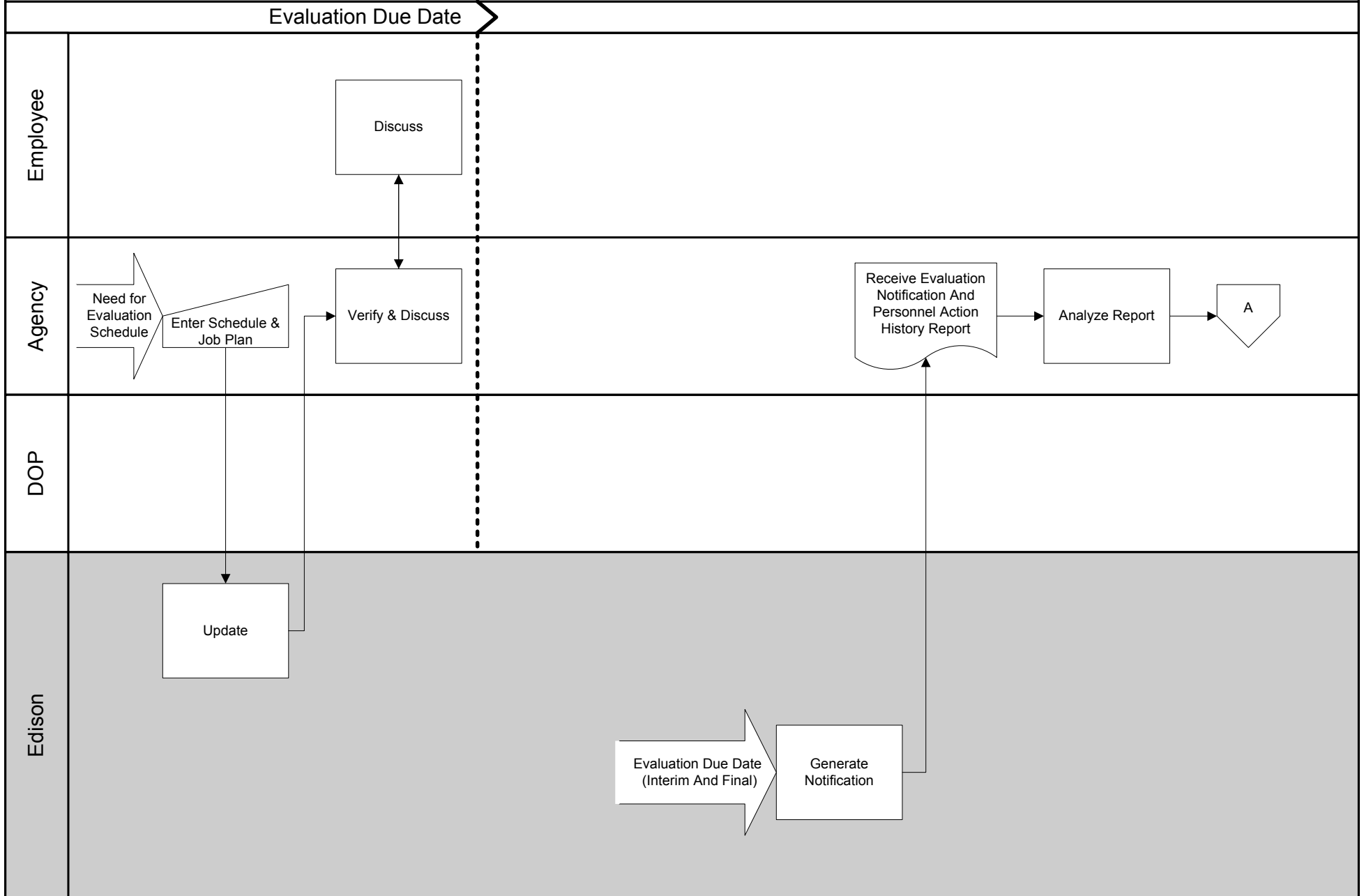
Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Freeze Process		Sub-Process Identifier: PA-02	
Sub-Process Purpose and Objectives: Approval to fill positions during a hiring freeze through the use of the Edison Personnel Administration module.			
Sub-Process Description: The Department of Personnel (DOP) notifies the agency that a freeze is in effect through letter or e-mail. The agency makes a request for an exemption to the freeze through Edison. DOP analyzes the request and either approves or denies the request. If approved, Edison will update the position record of the approval. Edison generates notifications to the appropriate staff in DOP and the agency.			
Sub-Process Trigger(s): <ul style="list-style-type: none"> Freeze Notification or Release Freeze Request Exemption 		Key Sub-Process Participants: <ul style="list-style-type: none"> Agency Personnel 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Request for Freeze Exemption	Online	Unknown	Agency
Update Position Record	Online		
Outputs:			
Output	Format	Volume/Time	Recipients
E-mail Notifications	Electronic	Unknown	Agency
Performance Measures Tracked:			
Measure	Current Value	Target Value	
Number of Freeze Exemptions per agency per classification			

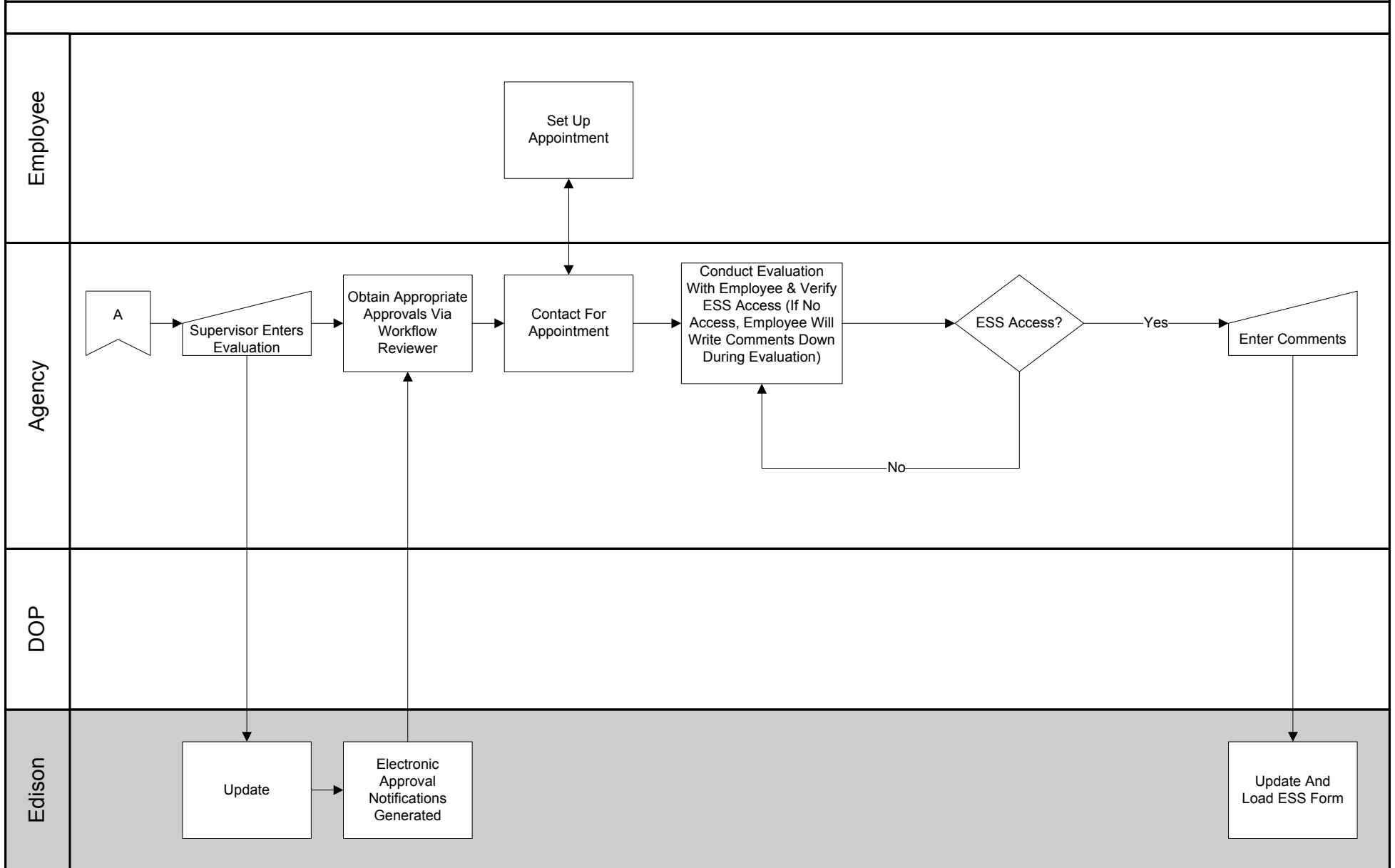
Law, Policy, or Statute Site That Govern Sub-Process:	
Law, Policy, or Statute	Change Required (Yes/No)?
Key Assumptions: <ul style="list-style-type: none">Edison can process uniquely drafted letters through workflow.	
Improvements: <ul style="list-style-type: none">Document the freeze exemption in the system rather than copying and forwarding paper approvals.Quicker response to the agency through E-mail Notifications of the approval or denial.	
Change Management Concerns:	Communication Actions:
Eliminated Non-Core Systems: <ul style="list-style-type: none">Agency maintained spreadsheets and/or databases.	



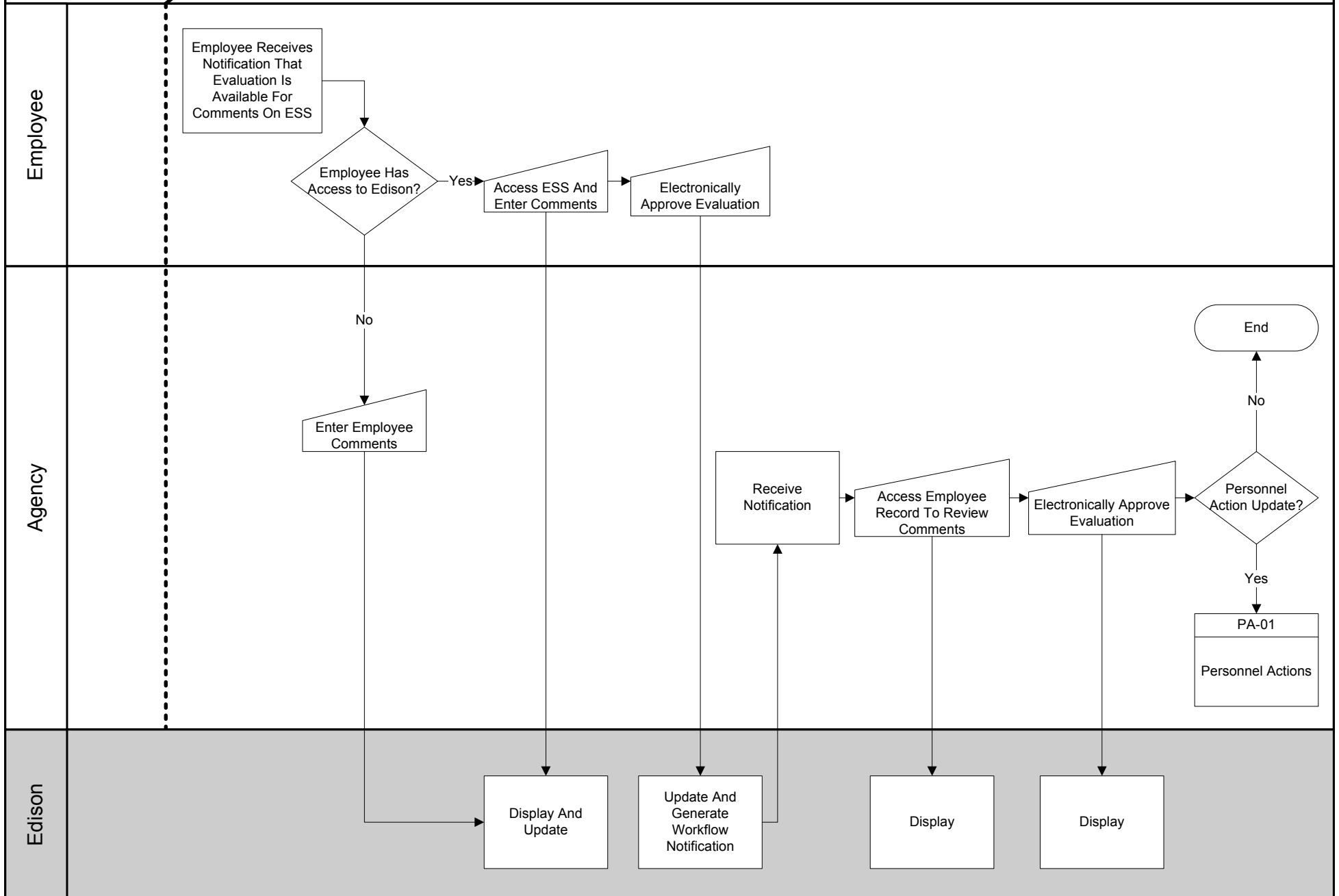
Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Mass Changes		Sub-Process Identifier: PA-03	
Sub-Process Purpose and Objectives: Provide the ability to change large numbers of personnel records at one time through the use of the Edison Personnel Administration module.			
Sub-Process Description: The agency or the Department of Personnel (DOP) recognizes a need for a mass change to personnel records. DOP determines the appropriateness of the request and enters either an approval or denial into Edison. Edison updates the appropriate employee records and generates an exception report that identifies the employees whose records were not updated for various reasons. The agency and DOP must review the exception report and verify/modify each employee record.			
Sub-Process Trigger(s): <ul style="list-style-type: none"> Mass Change Request from either agency or DOP 		Key Sub-Process Participants: <ul style="list-style-type: none"> Agency Personnel 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Mass Change Request	Paper	Number of requests varies	Agency, Personnel
Update Mass Change	Online		Personnel
Outputs:			
Output	Format	Volume/Time	Recipients
Reports			Agency, Personnel
Performance Measures Tracked:			
Measure	Current Value	Target Value	
Law, Policy, or Statute Site That Govern Sub-Process:			
Law, Policy, or Statute			Change Required (Yes/No)?
None			

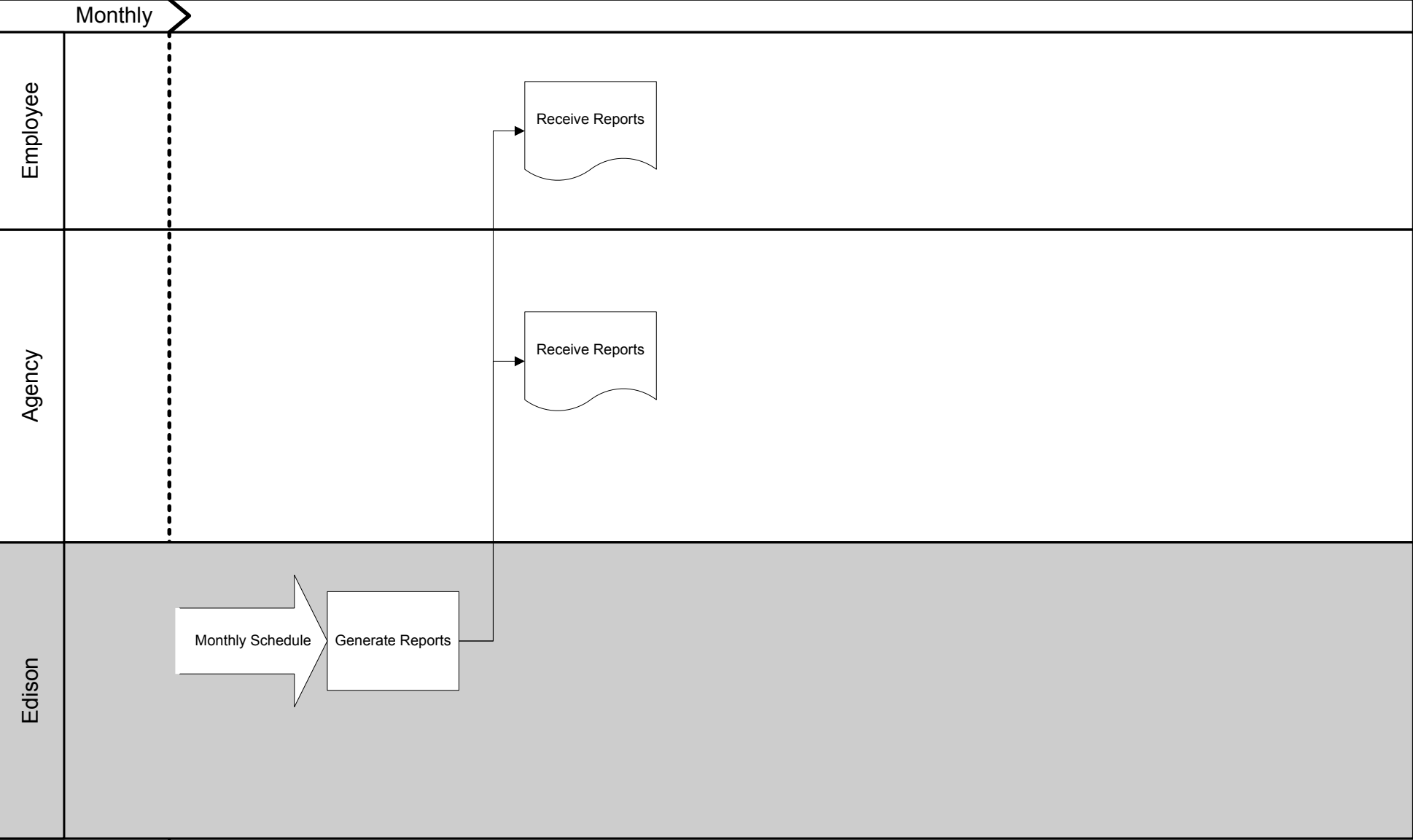
Process Name: Personnel Administration	Process Identifier: PA
Sub-Process Name: Mass Changes	Sub-Process Identifier: PA-03
Key Assumptions: <ul style="list-style-type: none">• Mass changes to employee data will not be limited to salary adjustments.	
Improvements: <ul style="list-style-type: none">• Information for Mass Change can be entered by DOP staff rather than System staff.• Mass changes can be processed for changes other than salary adjustments.	
Change Management Concerns: <ul style="list-style-type: none">•	Communication Actions: <ul style="list-style-type: none">•
Eliminated Non-Core Systems:	





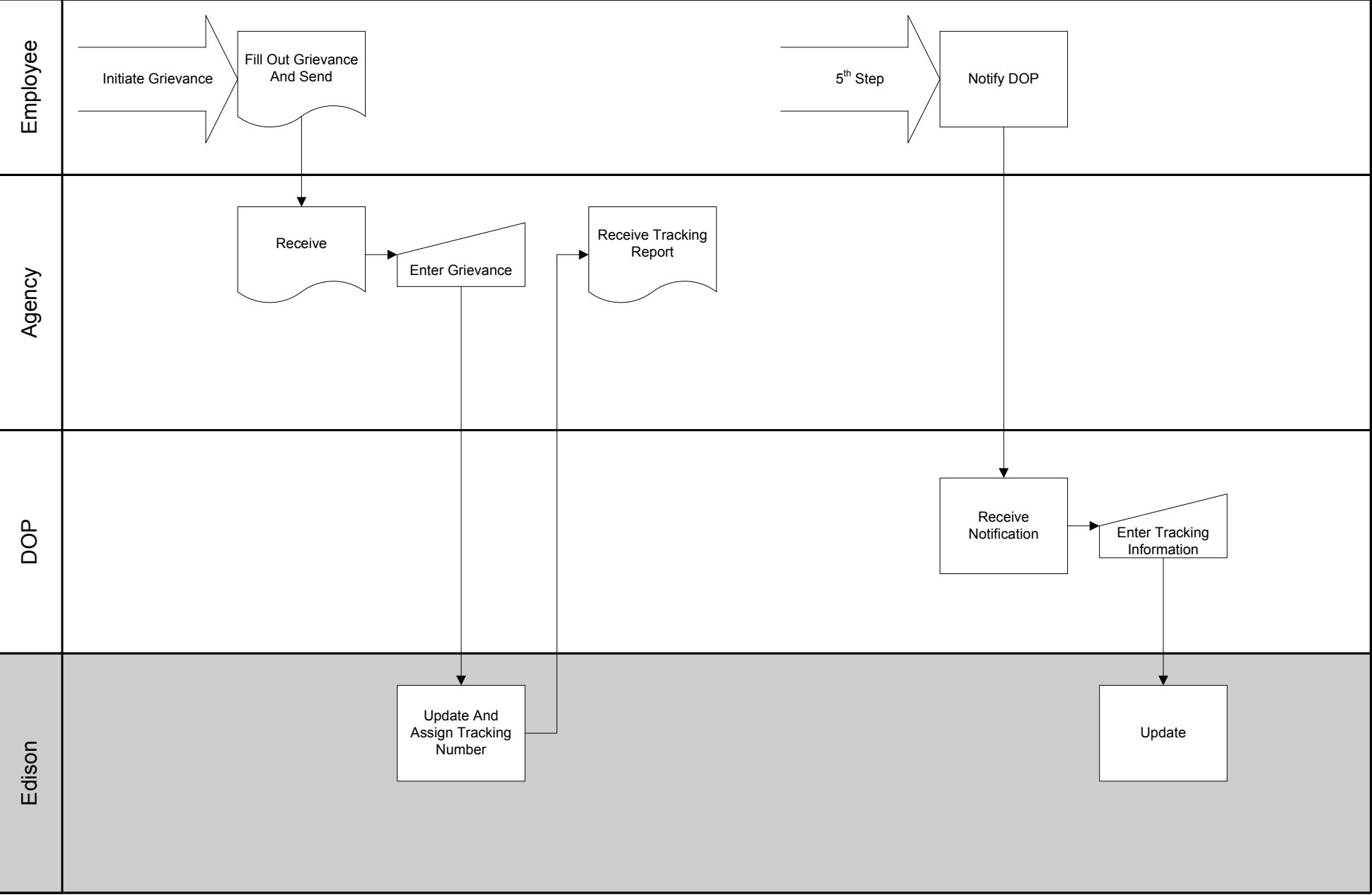
Post Evaluation





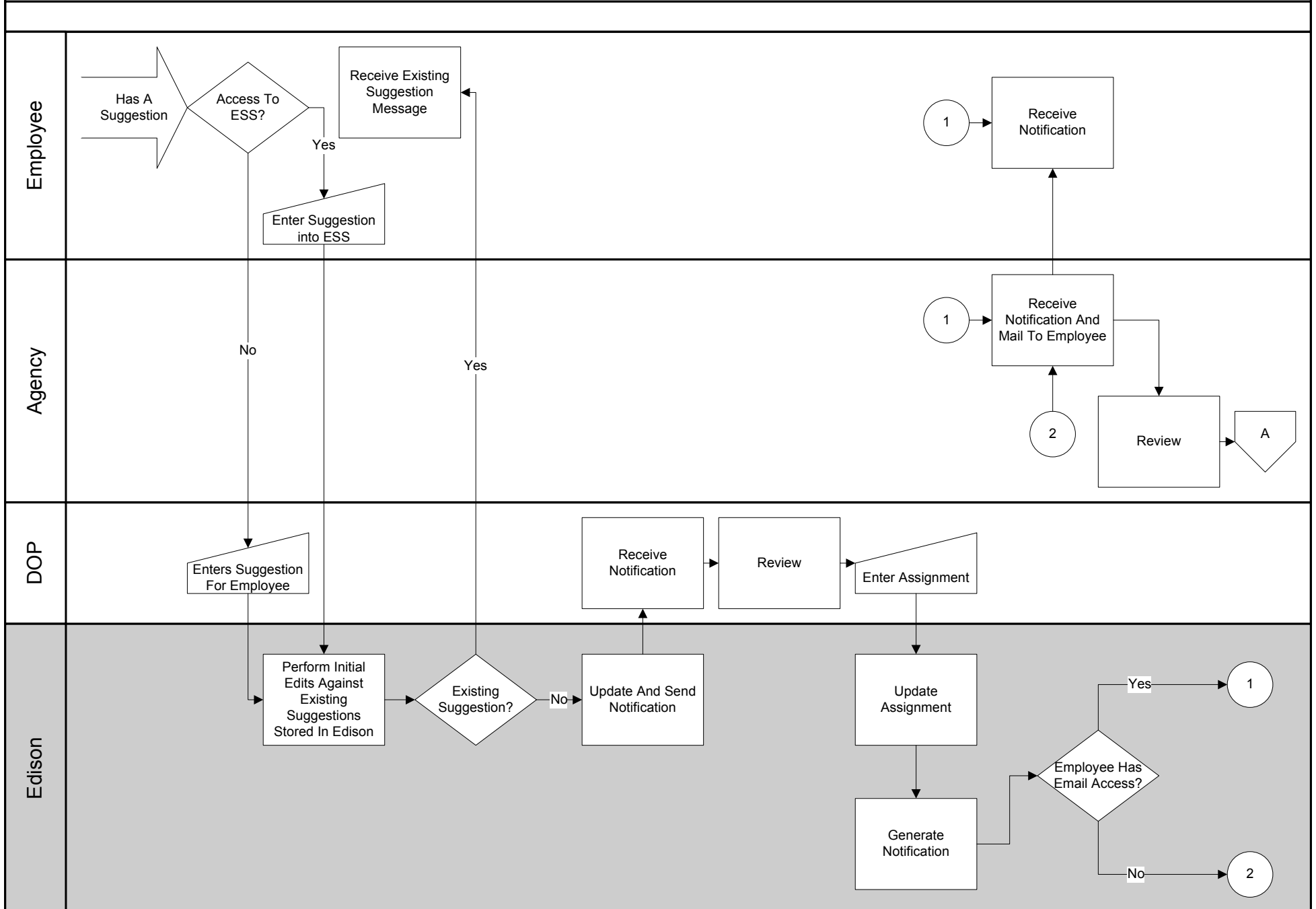
Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Performance Evaluation		Sub-Process Identifier: PA-04	
Sub-Process Purpose and Objectives: Manage and record the job planning and performance evaluation process through the use of the Edison Personnel Administration module.			
Sub-Process Description: The agency enters a schedule of events to complete an employee performance evaluation cycle into Edison. The evaluation process begins when the supervisor in the agency completes entry of a job plan into Edison. Once entered, the supervisor discusses the plan with the employee. Based on the schedule entered into Edison for completing the evaluation cycle, Edison notifies the appropriate supervisor when the first interim review is due and sends a personnel action history report. The supervisor enters the interim review into Edison and, through workflow, the Reviewer reviews and approves the interim review. The supervisor contacts the employee to discuss the interim review (the evaluation cycle normally allows for at least two interim reviews and a final evaluation in the cycle). The process is basically the same for each review step. However, at the end of the final evaluation, after discussion with the employee, the supervisor updates Edison and a form is created. Edison notifies the employee that the form is available in ESS. If the employee has access to a computer, he/she will enter comments directly into Edison utilizing ESS. If not, the employee will add comments on the evaluation form, sign the form and the agency will enter the comments into Edison. Once the employee has updated and electronically signed the evaluation, the supervisor is notified and accesses the evaluation to review the comments. At the end of the process, the final evaluation form is routed through workflow to the Appointing Authority in the agency for approval. If a personnel action is necessary, the process transfers to Personnel Actions (PA-01). Throughout the process, Edison generates monthly reports as necessary.			
Sub-Process Trigger(s): <ul style="list-style-type: none">Schedule Events at Beginning of Evaluation Cycle		Key Sub-Process Participants: <ul style="list-style-type: none">EmployeeAgencyPersonnel	
Inputs:			
Input	Format	Volume/Time	Suppliers
Schedule of Events	Online	37,000 per year	Agency
Job Plan	Online	37,000 per year	Agency
Interim Reviews	Online	70,000 per year	Agency
Final Evaluation	Online	37,000 per year	Agency
Outputs:			

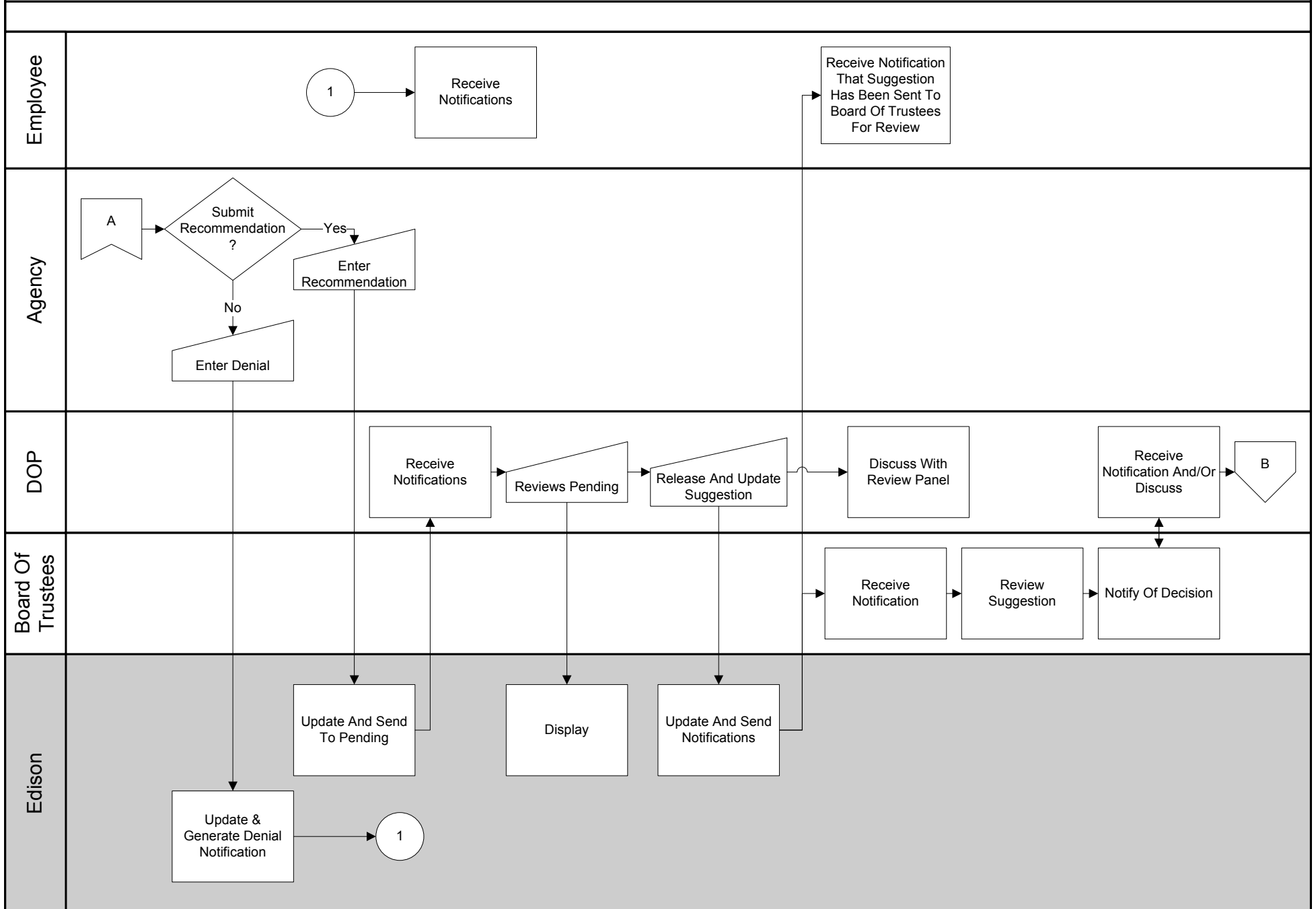
Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Performance Evaluation		Sub-Process Identifier: PA-04	
Output	Format	Volume/Time	Recipients
Notifications	Electronic		Agency, employee
Monthly Reports	Report	Monthly, Quarterly	Agency, Personnel
Performance Measures Tracked:			
Measure		Current Value	Target Value
Law, Policy, or Statute Site That Govern Sub-Process:			
Law, Policy, or Statute			Change Required (Yes/No)?
TCA 8-30-328, DOP 1120-5, DOP Policy 91-026.			No
Key Assumptions:			
<ul style="list-style-type: none"> Agency will build a schedule of events within Edison to track employee performance evaluation, work plan, interim reviews and evaluation due dates. 			
Improvements:			
<ul style="list-style-type: none"> All documents are created and stored in Edison Edison allows a schedule to be created and notifies the supervisor when interim reviews and final evaluations are due. Workflow allows the interim review(s) and final evaluations to be reviewed and approved electronically 			
Change Management Concerns:		Communication Actions:	
<ul style="list-style-type: none"> Employee entering comments through ESS 		<ul style="list-style-type: none"> Training on use of Edison 	
Eliminated Non-Core Systems:			
<ul style="list-style-type: none"> Possibly internal tracking spreadsheets used in agencies. 			

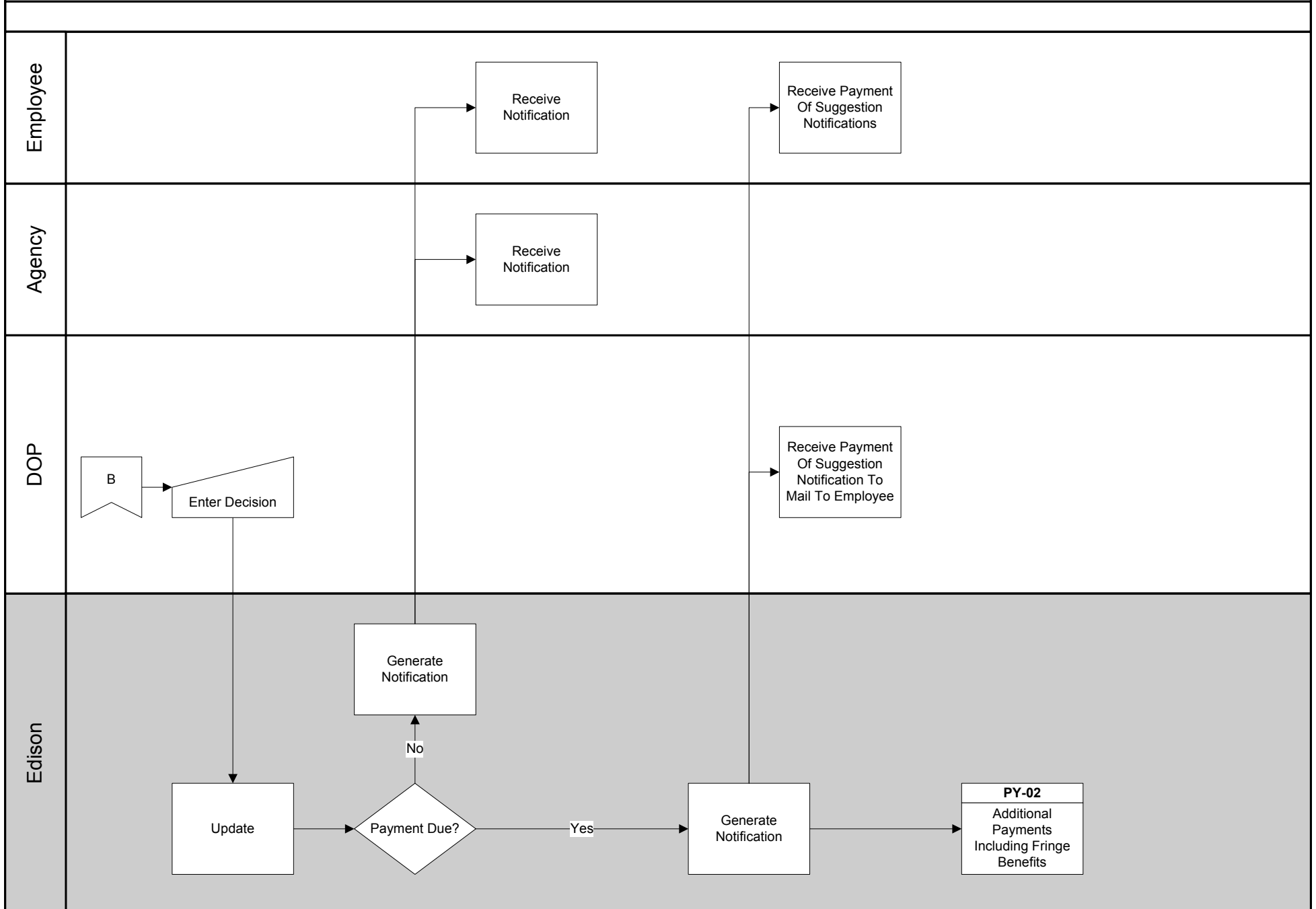


Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Grievance Process		Sub-Process Identifier: PA-05	
Sub-Process Purpose and Objectives: Allow for grievances to be tracked at each step of the process through the use of the Edison Personnel Administration module.			
<p>Sub-Process Description: An employee submits a grievance. The agency enters the information into Edison for first through fourth step grievances. The Department of Personnel (DOP) enters the information into Edison for fifth step grievances.</p> <p>The grievance process provides clear, orderly and expedient procedures through which all career or permanent employees of the State service may process bona fide complaints or grievances.</p> <p>The Grievance Process Steps: Step 1 - Grievant's Immediate Supervisor Step 2 - Next Appropriate Higher Level of Management Step 3 - Next Appropriate Higher Level of Management Step 4 - Appointing Authority Step 5 - Formal (Civil Service Commission)</p>			
Sub-Process Trigger(s): <ul style="list-style-type: none"> Initiate Grievance 		Key Sub-Process Participants: <ul style="list-style-type: none"> Employee Agency Personnel 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Grievance Information	Online	80 per year at 5 th step, unknown for other steps	Agency, Personnel
Outputs:			
Output	Format	Volume/Time	Recipients
Reports	Electronic	As Needed	Agency, Personnel
Performance Measures Tracked:			

Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Grievance Process		Sub-Process Identifier: PA-05	
Measure	Current Value	Target Value	
Law, Policy, or Statute Site That Govern Sub-Process:			
Law, Policy, or Statute			Change Required (Yes/No)?
T.C.A. – 8-30-328, DOP 1120-11, T.C.A. 4-5-101 (Uniform Administrative Procedures Act).			No
Key Assumptions:			
<ul style="list-style-type: none"> Edison assigns a tracking number and keeps track of all grievances entered into the system. 			
Improvements:			
<ul style="list-style-type: none"> Ability to track numbers, types and other necessary information for all grievances. Ability to generate reports and research data from information entered. 			
Change Management Concerns:		Communication Actions:	
Eliminated Non-Core Systems:			
<ul style="list-style-type: none"> Possibly internal tracking spreadsheets used in agencies. System to track 5th step grievances in DOP (Abacus). 			

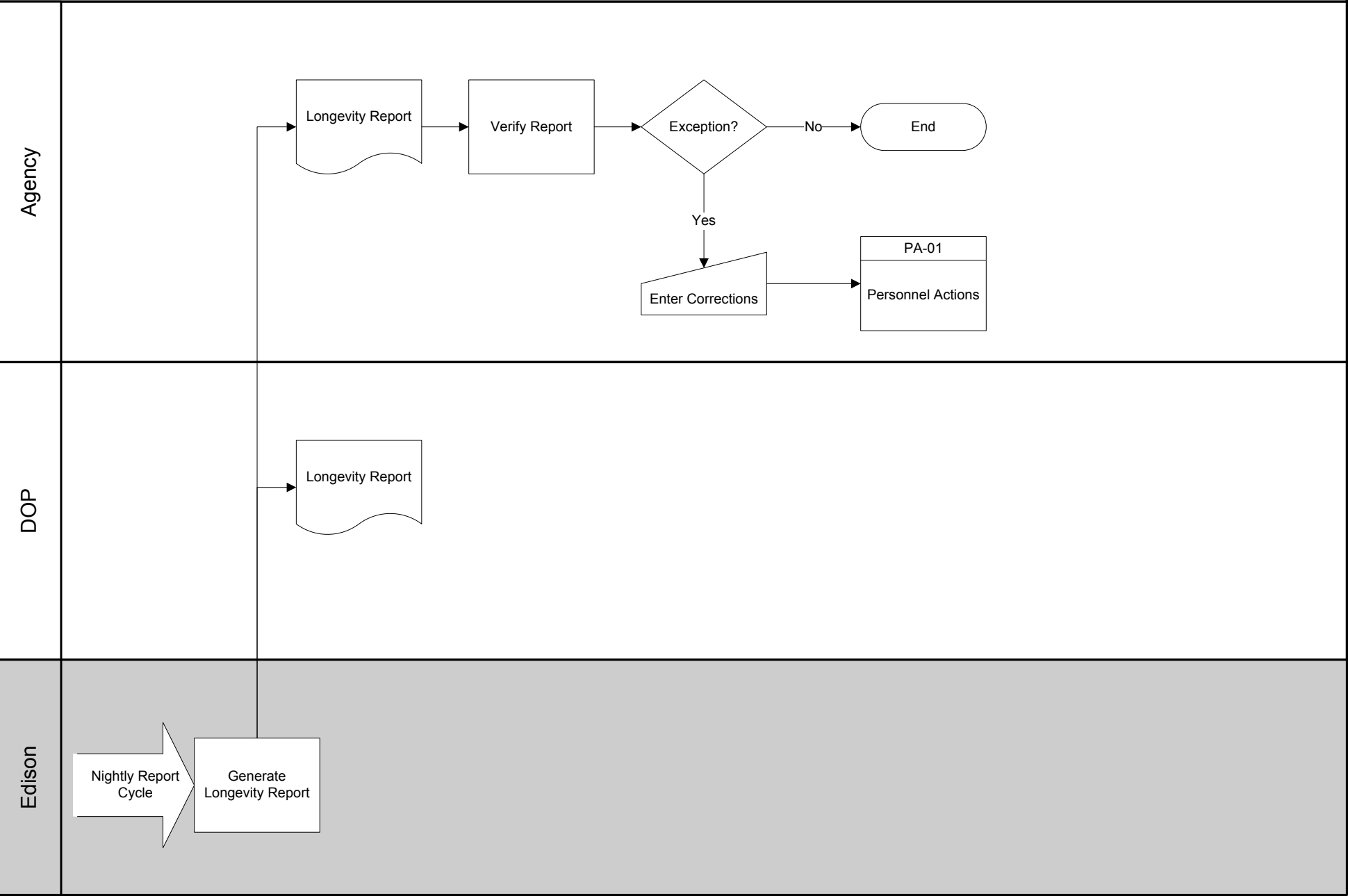






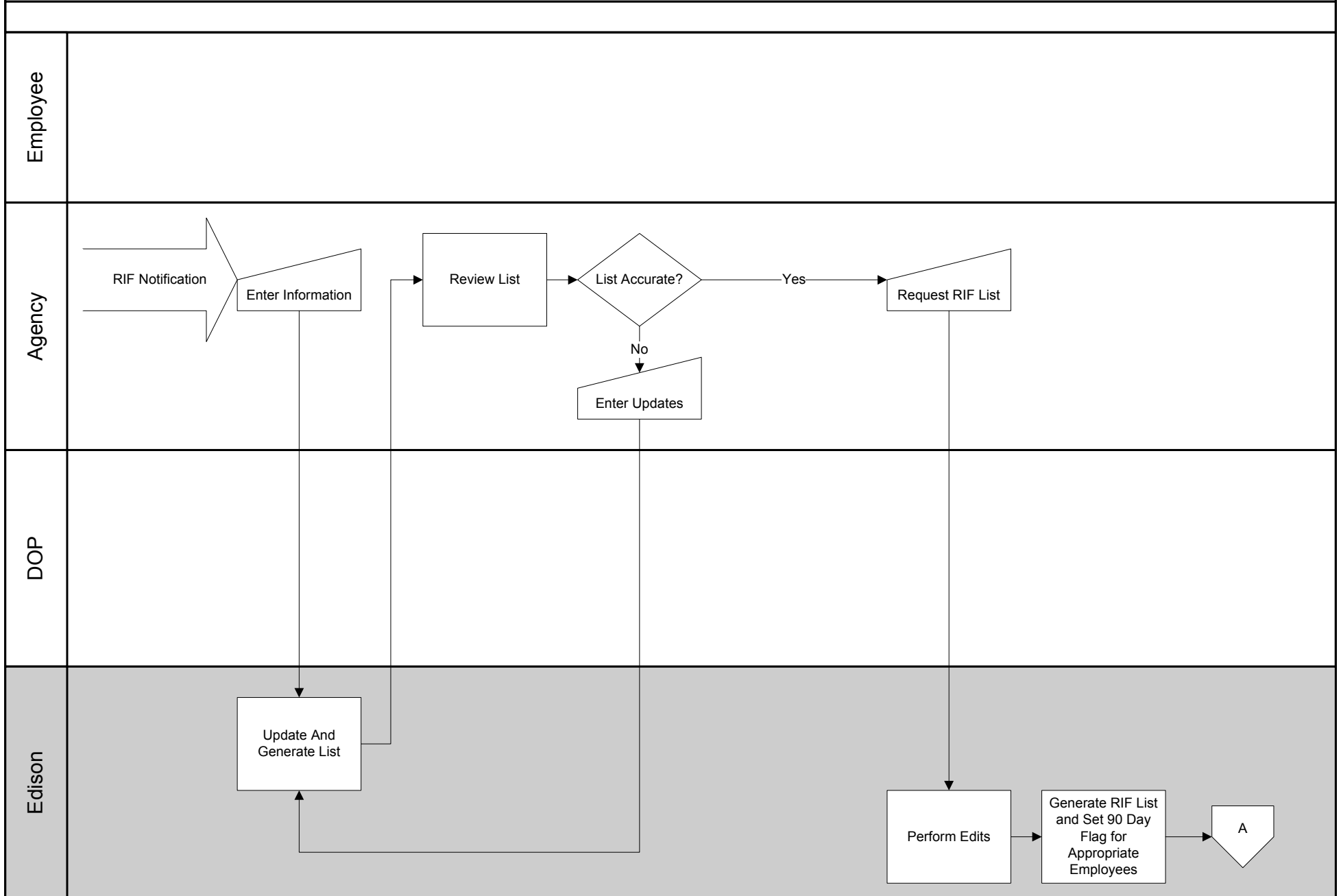
Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Employee Suggestions		Sub-Process Identifier: PA-06	
Sub-Process Purpose and Objectives: The Employee Suggestion Award Program (ESAP) administers the collection, evaluation, and implementation of suggestions made by employees for the improvement of State government through the use of the Edison Personnel Administration module.			
Sub-Process Description: The employee submits a suggestion through ESS. Employees that do not have access to a computer will submit the suggestion to the Department of Personnel (DOP) via hard copy and DOP will enter the suggestion into Edison. Edison verifies against the existing bank of employee suggestions to determine if this submitted suggestion already exists. If so, Edison notifies the employee. If suggestion does not exist, Edison sends a notification to DOP that the suggestion has been entered. DOP reviews the suggestion and assigns it to a particular agency for review through workflow. Edison notifies the employee that the suggestion has been received and notifies the assigned agency for review. Once reviewed, the agency enters its recommendation into Edison. Edison notifies DOP of the recommendation, and DOP forwards the suggestion to the Review Panel and/or the Board of Trustees. The Board of Trustees reviews the suggestion and notifies DOP of their decision. DOP enters the decision into Edison. Edison notifies the agency and the employee of the decision. If a suggestion is approved for payment, the process transfers to Payroll's Additional Payments including Fringe Benefits process (PY- 02).			
Sub-Process Trigger(s): <ul style="list-style-type: none">Employee has a suggestion		Key Sub-Process Participants: <ul style="list-style-type: none">EmployeeAgencyPersonnelReview PanelBoard of Trustees	
Inputs:			
Input	Format	Volume/Time	Suppliers
Employee Suggestion	Online	200 per year	Employee
Approvals or Denials	Online	200 per year	Agency, Personnel
Outputs:			
Output	Format	Volume/Time	Recipients
Notifications	Electronic		Employee, Agency, Personnel, Review Panel, Board of Trustees

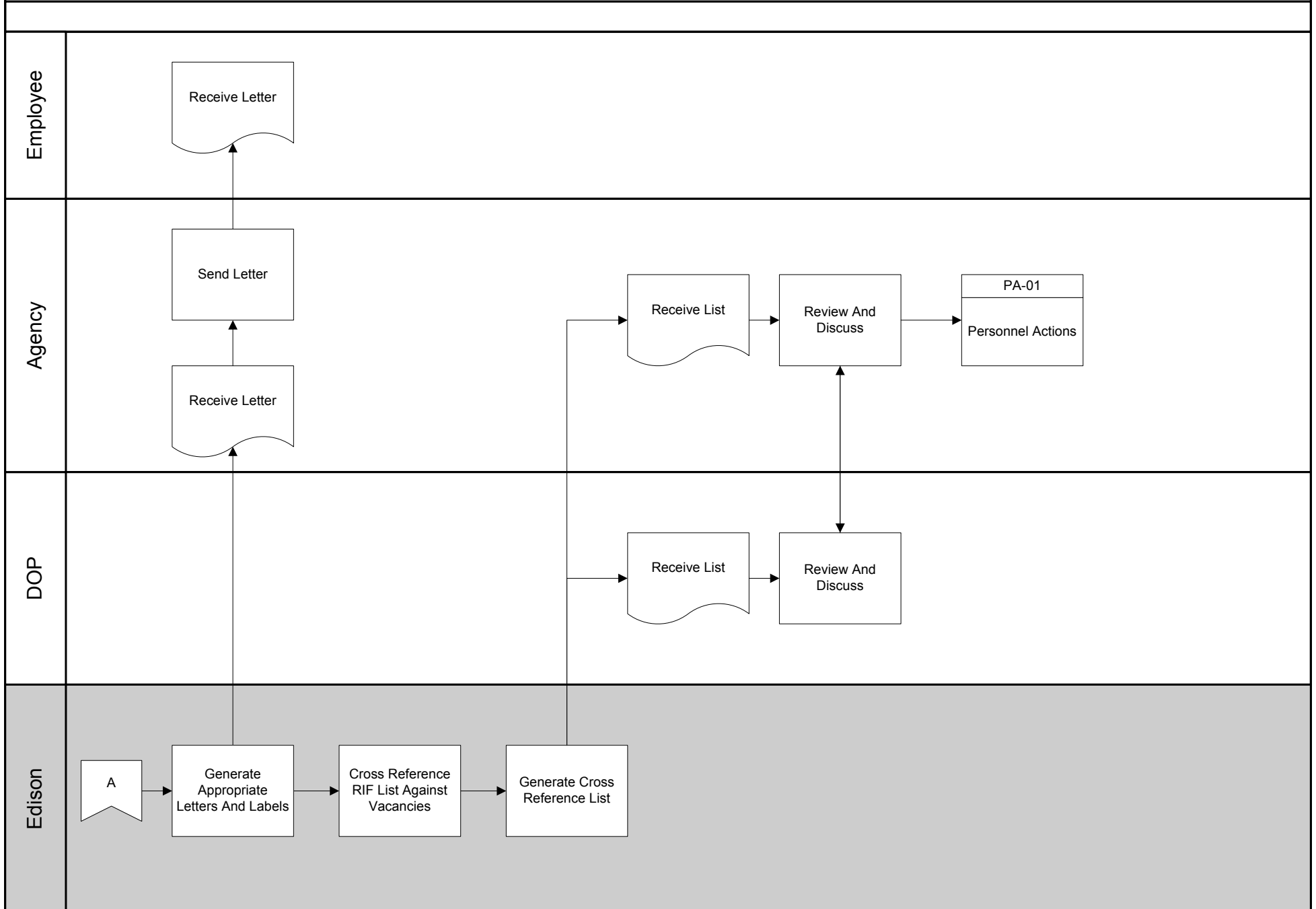
Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Employee Suggestions		Sub-Process Identifier: PA-06	
Performance Measures Tracked:			
Measure	Current Value	Target Value	
Law, Policy, or Statute Site That Govern Sub-Process:			
Law, Policy, or Statute			Change Required (Yes/No)?
TCA 4-27-101 thru 105, ESAP Operating Procedures Manual			No
Key Assumptions:			
<ul style="list-style-type: none"> Payments due as a result of a suggestion will automatically be passed to Payroll for payment within Edison. 			
Improvements:			
<ul style="list-style-type: none"> Converts a paper/manual process to an electronic workflow for review and approval. Allows for better tracking of suggestions. 			
Change Management Concerns:		Communication Actions:	
<ul style="list-style-type: none"> Automating a manual process 		<ul style="list-style-type: none"> Training employees to enter suggestions through ESS Training the agencies on the new employee suggestion process 	
Eliminated Non-Core Systems:			
<ul style="list-style-type: none"> Access program in DOP. 			



Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Longevity Audit		Sub-Process Identifier: PA-07	
Sub-Process Purpose and Objectives: Management of Longevity Payments through the use of the Edison Personnel Administration module.			
Sub-Process Description: Edison generates a report identifying employees eligible for longevity payments for a particular month. The report is available to the agencies and the Department of Personnel (DOP). The agencies will review the report and verify the accuracy of the payments. The agencies will also take appropriate action through the Personnel Actions process (PA-01) to correct any records for employees with exceptions. Eligible employees will receive their longevity payment through the Payroll (PY-02) process.			
Sub-Process Trigger(s): <ul style="list-style-type: none"> Nightly Report Cycle of Eligible Employees 		Key Sub-Process Participants: <ul style="list-style-type: none"> Agency Personnel 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Corrective Personnel Actions	Online	Unknown	Agency
Outputs:			
Output	Format	Volume/Time	Recipients
Longevity Reports	Report	Monthly	Agency, Personnel
Longevity Payments			
Performance Measures Tracked:			
Measure	Current Value	Target Value	
Number of Employees Eligible for Longevity Monthly by Agency			
Law, Policy, or Statute Site That Govern Sub-Process:			
Law, Policy, or Statute			Change Required (Yes/No)?
TCA 8-23-206			No

Process Name: Personnel Administration	Process Identifier: PA
Sub-Process Name: Longevity Audit	Sub-Process Identifier: PA-07
Key Assumptions: <ul style="list-style-type: none">• Agencies will begin auditing longevity payments instead of DOP• Edison will begin monitoring longevity months and payments for employees receiving a separate monthly longevity plan in the Department of Safety.	
Improvements: <ul style="list-style-type: none">• Correction of longevity months can be entered online.• Rehired State employees will automatically receive credit for prior service and longevity months.	
Change Management Concerns: <ul style="list-style-type: none">• Agencies will begin auditing longevity payments each month.	Communication Actions: <ul style="list-style-type: none">• Training agency staff to audit payment information and to make appropriate corrections.
Eliminated Non-Core Systems:	

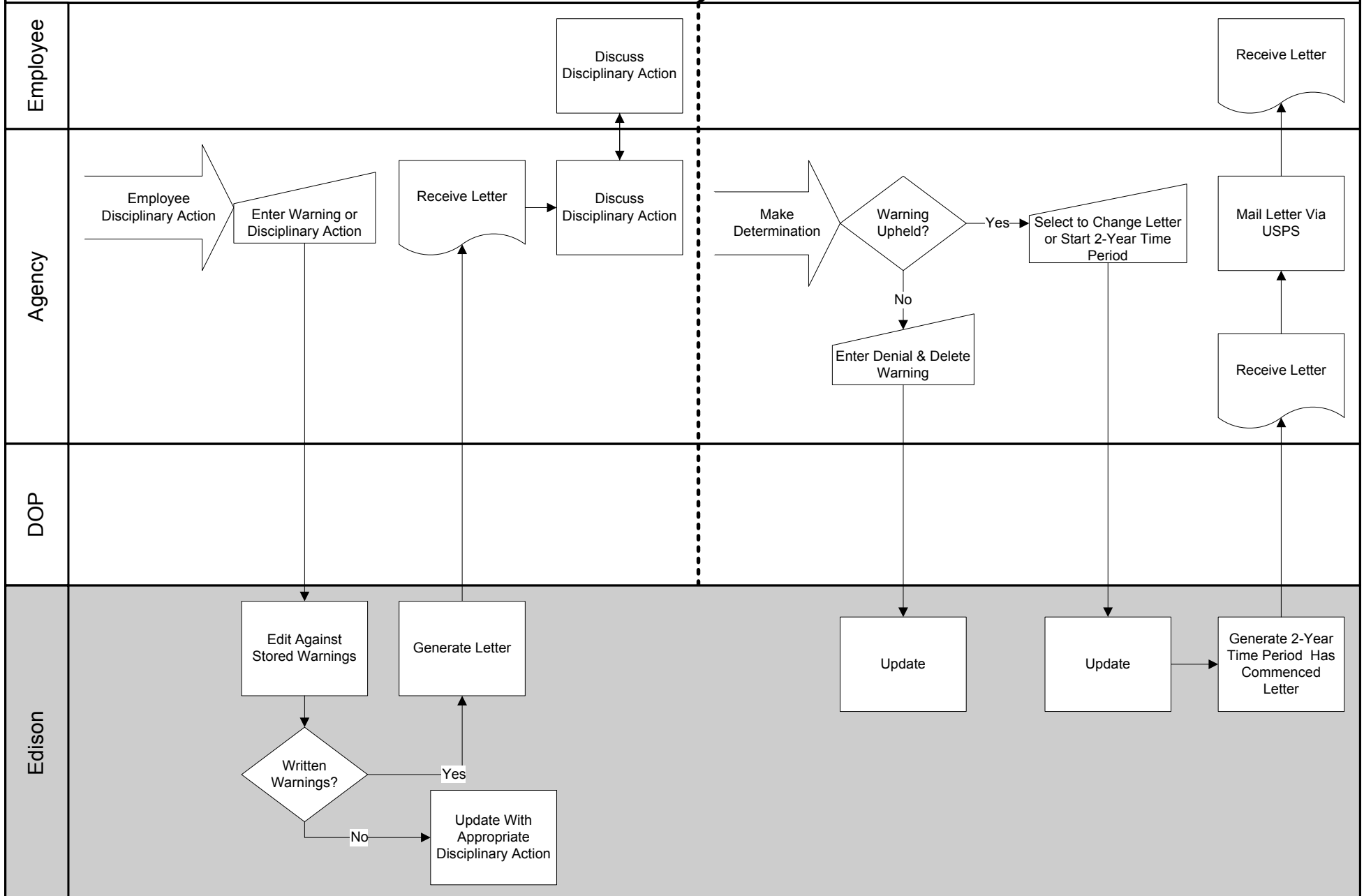


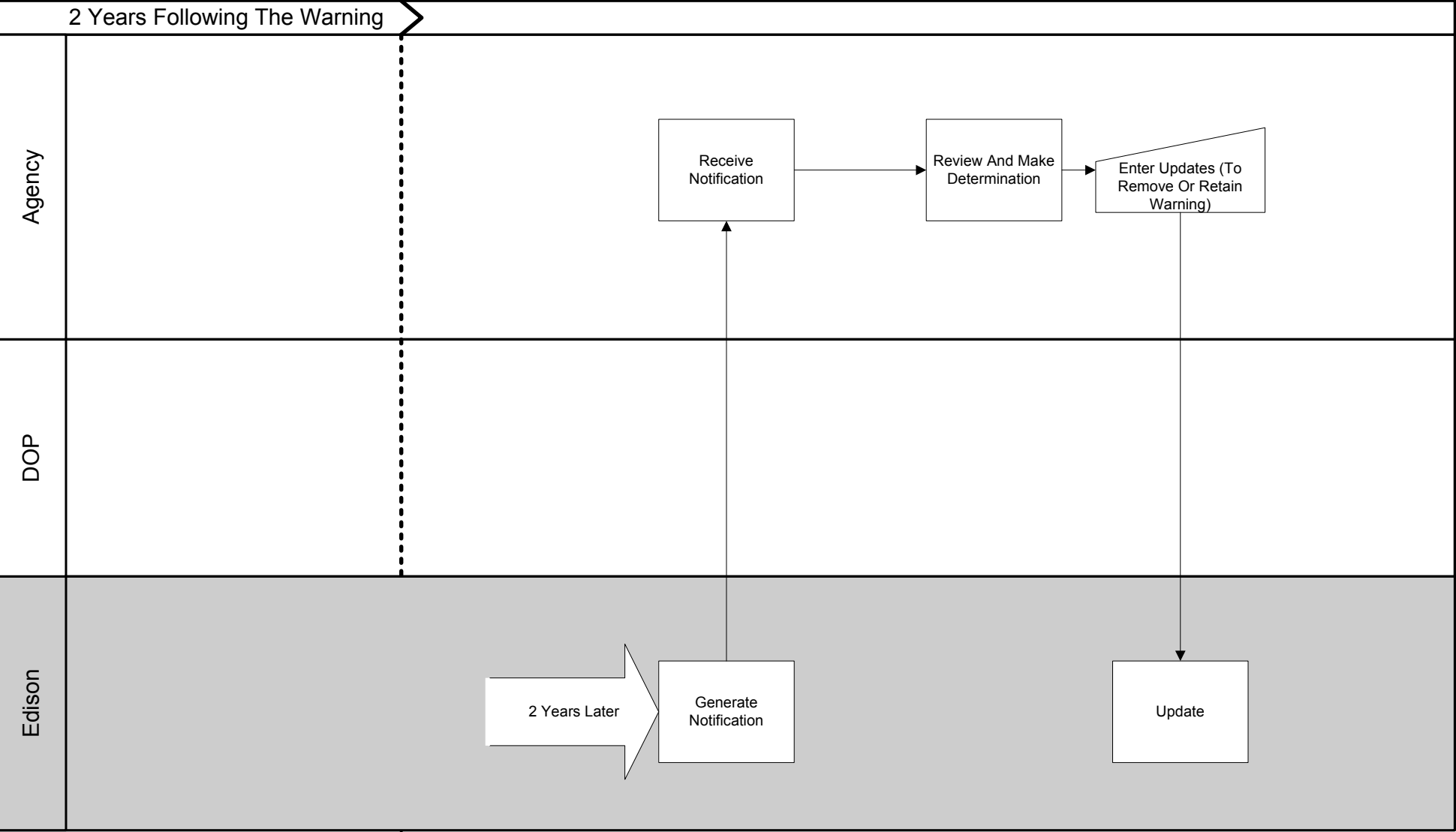


Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Reduction in Force		Sub-Process Identifier: PA-08	
Sub-Process Purpose and Objectives: Determines the rights of career employees during a Reduction in Force through the use of the Edison Personnel Administration module.			
Sub-Process Description: Upon the implementation of a Reduction in Force (RIF) by the agency or Governor, the agency enters the appropriate information into Edison to generate a report that identifies affected employees. The agency reviews the report to ensure that the list is correct. If not correct, additional updates are made by the agency. Once the list is accurate, the agency updates Edison. Edison performs necessary edits, generates RIF list, sets "90 day flag" for appropriate employees, and generates appropriate letters to employees. The agency receives and mails the letters to employees. Utilizing Edison's Applicant Services module, Edison also cross-references the RIF list against vacancies statewide. A list is generated for review by the agency and the Department of Personnel (DOP). As decisions are made through discussion between the agency and DOP, the agency enters the appropriate personnel action through the Personnel Actions (PA-01) process.			
Sub-Process Trigger(s): <ul style="list-style-type: none"> RIF Notification 		Key Sub-Process Participants: <ul style="list-style-type: none"> Employee Agency Personnel 	
Inputs:			
Input	Format	Volume/Time	Suppliers
RIF Report Information	Online	As Needed	Agency
Outputs:			
Output	Format	Volume/Time	Recipients
RIF Report	Electronic	As Needed	Agency
Letters and Labels	Paper	Unknown	Agency
Cross Reference List	Electronic		Agency, Personnel
Performance Measures Tracked:			
Measure	Current Value		Target Value
Law, Policy, or Statute Site That Govern Sub-Process:			
Law, Policy, or Statute			Change Required (Yes/No)?

Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Reduction in Force		Sub-Process Identifier: PA-08	
8-30-101, 8-30-320, 8-30-322101, Rules of DOP, Chapter 1120-1, DOP Policies 96-037, 97-021, 97-022, 97-032, 03-027		No	
Key Assumptions: <ul style="list-style-type: none">Edison will be able to accurately determine “bumping and retreating” rights based on defined parameters. Bumping and retreating rights allow employees, based on seniority, the right to displace other employees either laterally (bumping) or to a position lower than their current position within the same classification series (retreating).Edison will create an applicant record for RIF employees and place them on the register for all affected classifications.			
Improvements: <ul style="list-style-type: none">Automate a manual process.Allow the system to identify openings to help place RIF employees.Automatically place employees on the RIF list.			
Change Management Concerns: <ul style="list-style-type: none">Automating a completely manual process.		Communication Actions: <ul style="list-style-type: none">Training agencies on working with the new automated reduction in force process.	
Eliminated Non-Core Systems:			

Post 30 Day Period For Appeal Process





Process Name: Personnel Administration		Process Identifier: PA	
Sub-Process Name: Disciplinary Actions		Sub-Process Identifier: PA-09	
Sub-Process Purpose and Objectives: Provides a method for tracking disciplinary actions within an agency and statewide through the use of the Edison Personnel Administration module.			
Sub-Process Description: Agency identifies the need for a disciplinary action. The agency enters the type of disciplinary action into Edison with all required information defined by the State. If a written warning is entered, the agency enters the letter to the employee in Edison. The agency receives the letter and discusses it with the employee. After the discussion, the employee may appeal. Once the appeal process is complete, if the written warning is upheld, the agency enters the start date for the written warning into Edison. If it is not upheld, a denial is entered in Edison and the warning is deleted from the system. At the end of the two year period, Edison notifies the agency. The agency decides whether the written warning is removed and enters the appropriate updates into Edison. If the written warning is removed, Edison deletes all references to the warning in the system.			
Sub-Process Trigger(s): <ul style="list-style-type: none"> Employee Disciplinary Action 		Key Sub-Process Participants: <ul style="list-style-type: none"> Employee Agency Personnel 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Disciplinary Action Information	Online	Unknown	Agency
Outputs:			
Output	Format	Volume/Time	Recipients
Notification of two year period	Electronic	Unknown	Agency
Ad Hoc Reporting	Electronic	As Needed	Agency, Personnel
Performance Measures Tracked:			
Measure	Current Value		Target Value

Law, Policy, or Statute Site That Govern Sub-Process:	
Law, Policy, or Statute	Change Required (Yes/No)?

TCA 8-30-312, 325,326,330,331 and Rules of the TN Department of Personnel, Chapter 1120-10 and 1120-12.		No
Key Assumptions: <ul style="list-style-type: none">• Disciplinary actions tracked in Edison.		
Improvements: <ul style="list-style-type: none">• Tracks all disciplinary actions entered in Edison.• Automated notification to agencies of expiration of two-year period for written warnings.		
Change Management Concerns:	Communication Actions:	
Eliminated Non-Core Systems: <ul style="list-style-type: none">• Agency applications currently used to track and manage disciplinary actions.		